Ethics, Rights, and Responsibilities

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RI Overview

- Goal
  - Improve care, treatment, services, and outcomes
    - Recognize and respect patient rights
    - Conduct business in an ethical manner

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RI Overview

- Standards focus on five processes and activities
  - Manage hospital's relationships
  - Consider values and preferences of patients
  - Help patients exercise their rights
  - Inform patients of their responsibilities
  - Recognize organization's responsibilities under law

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RI.1.10
Ethics

- Organization follows ethical behavior in care, treatment and service and business practice
  - Identify ethical issues and conflicts
  - Develop and implement a process
  - Policies and procedures
  - Marketing materials
  - Information about charges
  - Patient's ability to pay
  - Staff request to be excused

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RI.1.20
Conflict of Interest

- Organization addresses conflicts of interest
  - Definition of a conflict of interest
  - Disclosure of existing or potential conflicts
  - Relationships with
    - Other care providers
    - Educational institutions
  - Address conflicts when they arise

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RI.1.30
Integrity of Decisions

- Integrity of decisions based on identified needs
  - Policies and procedures for clinical decision making
  - Decisions based on need
  - Disregard how
    - Organization compensates
    - Shares financial risk

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RI.1.40
Provision of Care

- Care subject to internal and external review and denial of care or payment
  - Organization's responsibilities
  - Professionally and ethically
- Recommendation of external entity contradicts indication for care
  - Decisions based on patients' identified needs
  - Patient / family involved

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RI.2.10
Patients' Rights

- Organization respects the rights of patients
  - Respect each patient's cultural, psychosocial, spiritual, and personal values, beliefs, and preferences
  - Support patient's right to personal dignity
  - Accommodate pastoral and other spiritual services

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RI.2.20
Information About Rights

- Patient's receive information about their rights
  - Information on rights provided
  - Advanced directives
  - Access to health information and disclosure

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RI.2.30
Decision Making

- Patient involved in decisions about care
- Includes:
  - Resolving dilemmas
  - Surrogate decision makers
  - Legal representatives
  - Other dilemmas
    - May involve issues about admission; care, treatment, and services; or discharge
    - Work with patient/family to resolve

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RI.2.40
Informed Consent

- Applicable to AHC, HAP
- Challenging standard for HAP, AHC
- Informed consent obtained
  - Policies inclusive of EPs
  - Obtain consent
  - Complete informed consent process

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RI.2.50
Recording or Filming Care

- Consent obtained for recording/filming
  - Internal and external purposes
  - Documentation required
- Obtain consent
  - Prior to filming
  - Process if patient cannot consent
  - Right to rescind

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RI.2.60
Care Provider

- Patients received adequate information about person (s) responsible for delivery of care
- Information provided includes
  - Name of physician or other practitioner
    - Primarily responsible for care
    - Who will perform care
- Information provided is timely

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RI.2.70
Patients Refusal of Care

- Patients have the right to refuse care in accordance
  - In accordance with law and regulation
- When patient not legally responsible
  - Surrogate decision maker
    - Has a right to refuse care on the patient's behalf, as allowed by law

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RI.2.80
End-of-Life Decisions

- Applicable to AHC, HAP (with exceptions)
- Challenging standard for HAP
- Organization addresses wishes of the patient
- Advanced directives
  - Existence or lack of does not determine access to care
  - Documentation
  - Patient's option to review and revise
  - Staff's awareness
- Withdrawing life-sustaining or withholding resuscitative services

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RI.2.90
Outcomes of Care

- Patients, families informed about outcomes of care
- Knowledgeable enough to participate in current / future decisions
- Unanticipated outcomes related to sentinel events
- Responsible LIP or designee informs patient

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RI.2.100
Effective Communication

- Organization respects patient's right to and need for effective communication
- Written information
  - Age
  - Understanding
  - Population
  - Language
- Facilitation of interpretation

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RI.2.120
Complaints

- Organization addresses resolution of complaints
  - Complaint resolution process
  - Response to recurring complaints
  - Complaints to state authority
  - Freedom to complain

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RI.2.130
Confidentiality, Privacy, and Security

- Organization respects needs for confidentiality, privacy and security
- Demonstrated in various ways
  - Policies and procedures
  - Practices
  - Design of environment

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RI.2.140
Preservation of Dignity

- Patients have right to environment that preserves dignity and positive self-image
  - Environment supports positive self-image
  - Sufficient storage
  - Personal clothing and possessions

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RI.2.150
Freedom from Abuse, Neglect, and Exploitation

- Patients right to be free from abuse, neglect, exploitation
  - Address how the organization will protect patients from real or perceived abuse, neglect, or exploitation
  - Investigation of cases that occur within organization

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RI.2.160
Pain Management

- Patients have right to pain management
- Organization plans, supports and coordinates activities and resources
  - Assessing pain
  - Educating relevant providers
  - Educating patients and families

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RI.2.170
Access to Protective and Advocacy Services

- Patients have right to access protective and advocacy services
  - Provide resources to help family/courts determine need for services
  - Maintain list of names, addresses, and telephone numbers of pertinent state client advocacy groups
  - Give list to patients when requested
  - Develop and implement policies and procedures

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RI.2.180
Research Subjects

- Organization protects research subjects and respects rights
- Main responsibility
  - Health and well being of the research subjects
- Review all research protocols
- Institutional Review Board (IRB)

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Individual Responsibilities Introduction

- Policy
  - Defines the mechanism for communicating responsibilities of patients
- Statement of responsibilities includes
  - Asking questions
  - Following instructions
  - Accepting consequences
  - Following rules and regulations
  - Showing respect
  - Meeting financial commitments

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RI.3.10
Responsibilities

- Patients given information about responsibilities
- Policy defines mechanism for communicating responsibilities of patients
  - Verbal, written, or both
  - Initial contact and as needed thereafter

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Questions?

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